

CNS7694

R GE 13-08 00163 EA760

eng me5

Mahathir - courtesy ,

bm

PETALING JAYA, Aug 13 (Bernama) -- Prime Minister Datuk Seri Dr Mahathir Mohamad said today a society which wished to be progressive and developed should be courteous and considerate.

A country whose people were always courteous would enjoy a calm and pleasant life, he added.

+As bonus, we will all get rising incomes if we, both the private and public sectors, provide good service in our daily duties,+ he said when launching the new high-security feature identity card at the National Registration Department here.

He added: +On the other hand, our national development and income will be jeopardised if we become a nation of dour, unsmiling people who are unable to speak courteously.+

Malaysians as a whole should be considerate and respect the feelings of others while civil servants should provide service with a smiling even when attending to rude people, he said. -- more

♥13/08/16-38MST

CNS7696

R GE 13-08 00166 EA761

eng mes

Mahathir - courtesy 2 (last) Petaling Jaya

+We should regard every customer as a courteous person and treat him well,+ he added.

Every government officer and staff should remember that they were also customers, he said.

+Just as they do not wish to be treated rudely when they are customers, likewise, they should not give rude treatment to people who come to them for service,+ he added.

Datuk Seri Dr Mahathir said when members of the public and government servants interacted, many problems tended to arise with each side blaming the other.

+Actually, in situations such as this both sides are to blame. Even if civil servants are in the wrong, they are not wrong in all cases. Likewise, if members of the public are in the wrong, they are not wrong in all cases,+ he added.

The Prime Minister urged civil servants to provide courteous service at all times. -- Bernama

♥13/08/16-39MST